



Duty Of Candour Policy

1.0 INTRODUCTION

1.1 The duty of candour policy sets out the approach of the Rosebery Centre to meet its statutory requirements in The Duty of Candour Procedure (Scotland) Regulations 2018 to always act with candour and to be open and transparent with its service users and their carers.

1.2 The duty of candour procedure sets out how the Rosebery Centre will tell those affected that an unintended or unexpected incident appears to have caused harm or death in an open and honest way, including informing people about the incident, providing reasonable support, providing truthful information and an apology when things go wrong.

2.0 POLICY

2.1 To ensure that the requirements of the regulation are met, and our service is open and transparent with Service Users and relevant persons' (people acting lawfully on their behalf) in relation to the provision of care and treatment when things go wrong.

3.0 TRANSPARENCY AND FAIRNESS WITHIN OUR SERVICE

3.1 We will endeavour to promote a culture of fairness and transparency which will be led by the manager and senior staff of our team. They will be responsible for embedding into the attitudes and conduct of staff the need to be open and fair in their dealings and approach with Service users and their families.

3.2 As part of the staff induction, we will reinforce those values of fairness and transparency.

3.4 If an incident occurs, it is the responsibility of our staff at all levels to demonstrate accountability and report the incident through the recognised systems of our organisation. It is the responsibility of the manager as part of their obligations under duty of candour to provide full support to the Service user and family and to discuss, act upon and document a resolution to any concern or incident that has occurred.

3.5 As part of a holistic care package, we are required to work with other professionals and stakeholders from other organisations in the delivery of the service for the Service User. This will be done so with openness, fairness, and transparency to ensure that the best possible outcomes are achieved for the Service User.

4.0 PROCEDURE

4.1 The Rosebery Centre will activate the duty of candour procedure as soon as reasonably practicable after becoming aware that:

- an unintended or unexpected incident occurred in the provision of the health, care or social work service provided by the organisation as the responsible person.
- in the reasonable opinion of a registered health professional not involved in the incident: that incident appears to have resulted in or could result in any of the outcomes outlined below; and that outcome relates directly to the incident rather than to the natural course of the person's illness or underlying condition.

Type of unexpected or unintended incidents:

- Someone has died.
- Someone has permanently less bodily, sensory, motor, physiological or intellectual functions
- Someone's treatment has increased because of harm
- The structure of someone's body changes because of harm
- Someone's life expectancy becomes shorter because of harm.
- Someone's sensory, motor, or intellectual functions is impaired for 28 days or more
- Someone experienced pain or psychological harm for 28 days or more
- A person needed health treatment to prevent them dying
- A person needing health treatment to prevent other injuries.

4.2 The Rosebery Centre will carry out a full and detailed investigation into the circumstances that led to and caused the incident.

The member/service user and his or her next of kin will be notified of the fact that such an investigation is being carried out. They will be kept informed of the progress of that investigation and the outcome.

The Manager of the Rosebery Centre will have a meeting with the member/service user and his next of kin to explain directly what happened, the reasons it happened, the lessons learned, and any action taken to improve matters or to prevent them happening again.

If there has been any fault on the part of the Rosebery Centre, or its employees or volunteers, the manager will apologise to the member/service user and his or her next of kin for what has happened.

The Rosebery Centre will keep full records of the incident and the actions that have been taken to investigate it, to report it, and to keep the service user and his or her next of kin informed.

5.0 TRAINING

The staff and volunteers will be trained on the general ethos of conducting business in a candid, open, and transparent manner with emphasis on the individual staff member or volunteer's responsibilities to do so. Staff and volunteers will also be encouraged to read the NHS Scotland factsheets.

Records of the training provided will be kept.

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